

**Minutes**  
**BROWN COUNTY TRANSPORTATION COORDINATING COMMITTEE**  
**Tuesday, September 15, 2015**  
**Green Bay Metro Transportation Center**  
**901 University Avenue**  
**Green Bay, Wisconsin**  
**10:00 a.m.**

**ROLL CALL**

Diana Brown (N.E.W. Curative)	<u>x</u>	Sandy Popp (Options for Independent Living)	<u>x</u>
Vinny Caldara (MV Transportation)	<u>x</u>	Cole Runge (BC Planning Commission/Green Bay MPO)	<u>x</u>
Corrie Campbell (BC Board of Supervisors)	<u>x</u>	Mary Schlautman (BC ADRC)	<u>x</u>
Brandon Cooper (Oneida Nation)	<u>      </u>	Julie Tetzlaff (Cerebral Palsy Inc.)	<u>x</u>
Mallory Cornelius (ASPIRO)	<u>x</u>	Lisa Van Donsel (BC ADRC Board)	<u>x</u>
Pat Finder-Stone (Citizen Member)	<u>Exc</u>	Derek Weyer (Wisconsin DOT NE Region)*	<u>x</u>
Patty Kiewiz (Green Bay Metro)*	<u>x</u>	Tina Whetung (N.E.W. Curative Transportation Program)	<u>x</u>
Greg Maloney (Lakeland Care District)	<u>      </u>	Genny Willemon (BC Human Services)	<u>      </u>
Tammy Marcelle (Citizen Member)	<u>x</u>	John Withbroe (Green Bay Transit Commission)	<u>      </u>
Barbara Natelle (Syble Hopp School)	<u>      </u>	Vacant (BC Executive Department)	<u>      </u>

**Others Present:** Lisa J. Conard, \*Essie Fels for Patty Kiewiz, \*Matt Halada for Derek Weyer, Dick Marbes (DAV), and Michael Schuenke (DAV).

**ORDER OF BUSINESS**

1. Approval of the June 8, 2015, Transportation Coordinating Committee (TCC) meeting minutes.

A motion was made by M. Schlautman, seconded by C. Campbell, to approve the June 8, 2015, Transportation Coordinating Committee (TCC) meeting minutes. Motion carried.

2. Recommendation to the Brown County Planning Commission (BCPC) Board of Directors regarding CY 2016 Section 5310 Program funding awards.

C. Runge stated that on September 8, 2015, the five members of the Brown County TCC Section 5310 Program Review Subcommittee (Lisa Conard (non-TCC member), Sandy Popp, Cole Runge, Mary Schlautman, and Lisa Van Donsel) met to discuss and develop overall scores for the following two applications:

- N.E.W. Curative Rehabilitation, Inc.: Funding for two vehicles that each have 11 ambulatory and two wheelchair positions.

Total Project Cost: \$108,000

Requested Section 5310 Program Funding: \$86,400 (80 percent of the total project cost)

- Disabled American Veterans (DAV)<sup>1</sup>: Funding for one vehicle that has five ambulatory positions and one wheelchair position.

Total Project Cost: \$36,000

Requested Section 5310 Program Funding: \$28,800 (80 percent of the total project cost)

C. Runge noted that both applicants were in attendance today (Diana Brown from N.E.W. Curative and Dick Marbes from DAV).

After discussing the applications and each subcommittee member's scores, the scores were combined and averaged to create the following overall scores for the applications:

- N.E.W. Curative Rehabilitation, Inc. Vehicles: **91.6 of 100 possible points**
- Disabled American Veterans Vehicle: **76.4 of 100 possible points**

C. Runge stated that WisDOT guidelines state that applications must receive at least 65 of the 100 possible points to be eligible for Section 5310 Program funds, and the subcommittee agreed that both of the applications are strong enough to be eligible for funding. The subcommittee members also agreed that both projects will be beneficial to seniors and people with disabilities.

Because both applications are eligible for funding and the total requested amount of Section 5310 Program funds is less than the total amount of Section 5310 Program funds that are available for projects, the Brown County Transportation Coordinating Committee Section 5310 Program Review Subcommittee recommends that both applications be funded at the requested amounts.

If this recommendation is approved by the full TCC and the Brown County Planning Commission Board of Directors, the distribution of CY 2016 Section 5310 Program funds for the Green Bay Urbanized Area will be as follows:

<b><u>Section 5310 Program funding available in CY 2016 for the Green Bay Urbanized Area:</u></b>	<b><u>\$163,000</u></b>
Administration funding awarded to Green Bay Metro as the Section 5310 Program's DR <sup>2</sup> :	\$16,300
<b>Section 5310 Program funding available for eligible projects in CY 2016:</b>	<b>\$146,700</b>
CY 2016 Section 5310 funding requested by N.E.W. Curative Rehabilitation, Inc.:	\$86,400
CY 2016 Section 5310 funding requested by Disabled American Veterans:	\$28,800
<b>Remaining CY 2016 Section 5310 Program balance:</b>	<b>\$31,500</b>

<sup>1</sup> Disabled American Veterans (DAV) offers free rides to all veterans who need help getting to and from VA medical appointments.

<sup>2</sup> The DR (Designated Recipient) serves as the fiscal agent for the program. Green Bay Metro was selected as the DR for the Green Bay Urbanized Area's Section 5310 Program because of its experience with similar federal transportation funding programs. As the DR for this program, Green Bay Metro is entitled to 10 percent of the funding available in CY 2016 for program administration.

L. Van Donsel thanked the applicants for proposing excellent projects. S. Popp agreed.

A motion was made by C. Campbell, seconded by V. Caldara, to recommend to the Brown County Planning Commission (BCPC) Board of Directors approval of CY 2016 Section 5310 Program funds for 80% of the cost of two vehicles requested by N.E.W. Curative Rehabilitation and 80% of the cost of one vehicle requested by DAV. Motion carried with Diana Brown of N.E.W. Curative abstaining.

3. Discussion regarding the transfer of the American Red Cross - Lakeland Chapter's specialized transportation service to N.E.W. Curative Rehabilitation, Inc.<sup>3</sup>

C. Runge asked Diana Brown and Tina Whetung to provide an overview of the transition.

D. Brown stated that N.E.W. Curative hired four Red Cross employees: T. Whetung, two call-takers/dispatchers, and a vehicle cleaner.

T. Whetung stated that N.E.W. Curative was able to retain all but two volunteer drivers and the two were "retiring soon" anyway. New scheduling and dispatch software was purchased and is running well. Overall, the transition has gone smoothly.

Members of the committee agreed.

4. Discussion regarding the Rural Specialized Transportation Needs Study that will be developed by BCPC staff in 2016.

C. Runge stated that the specialized transportation service that has been provided to seniors and people with disabilities by the Lakeland Chapter of the American Red Cross for many years was formally transferred to N.E.W. Curative Rehabilitation, Inc. on July 1, 2015. As discussions about this transfer were occurring, representatives of the Aging and Disability Resource Center of Brown County (ADRC) expressed a desire to extend the specialized transportation service farther into the rural portion of the county in January of 2017. The discussion participants agreed that there are many seniors and people with disabilities in rural Brown County who would benefit from the extended transportation service because they currently have few or no transportation options. However, the participants also agreed that it is important to identify where these unmet transportation needs exist before extending the service. This will enable N.E.W. Curative to allocate its limited financial, human, and capital resources in a way that maximizes the number of seniors and people with disabilities in the rural area who have access to the specialized transportation service.

To identify unmet needs for specialized transportation service in the county's rural area, the BCPC will develop a Rural Specialized Transportation Needs Study for the ADRC and N.E.W. Curative in 2016.

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<sup>3</sup> Discussion under this item is in regard to the transportation program offered by N.E.W. Curative as of July 1, 2015. Prior to this date, the service was provided by the Lakeland Chapter of the American Red Cross. The program offers demand-responsive transportation services to seniors and qualifying individuals with disabilities with use of a small-medium bus, van, or sedan.

The study development process will include the following components:

- Data collection and mapping.
- Stakeholder interviews.
- Public outreach meetings.
- Analysis of the information obtained from the data collection efforts, stakeholder interviews, and public outreach meetings.
- Development of a report that identifies where needs currently exist for rural specialized transportation service and where these needs are expected to exist in the future.

An advisory committee will also be formed at the beginning of the process to guide BCPC staff as it develops the study. This advisory committee will include representatives of the ADRC, N.E.W. Curative, and others with knowledge of the transportation needs of seniors and people with disabilities in the rural area.

To allow N.E.W. Curative sufficient time to design and allocate resources for the extended service before January of 2017, the BCPC will begin the study in January of 2016 and complete the study by August of 2016.

The BCPC requested \$25,000.00 from the ADRC to develop the 2016 Brown County Rural Specialized Transportation Needs Study. This funding request was approved by the ADRC Board on August 27, 2015.

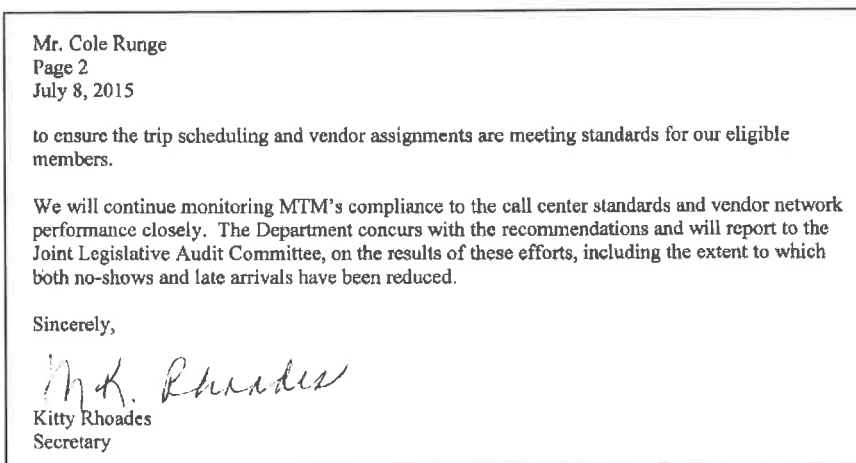
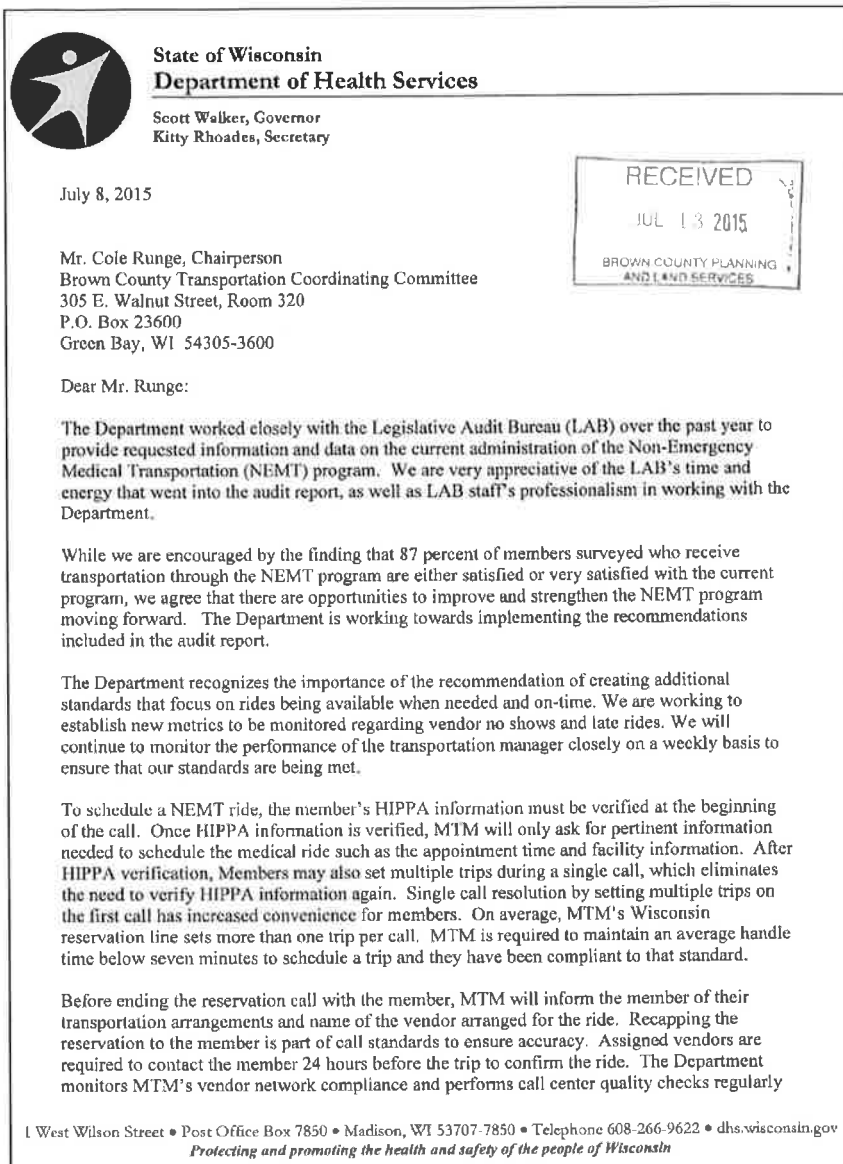
All agreed that this study would be the best way to identify needs for those who live outside current service area boundaries.

5. Discussion regarding the Wisconsin Department of Health Services' response to the TCC's letter to the Wisconsin Legislative Audit Bureau concerning its review of Non-Emergency Medical Transportation services.<sup>4</sup>

A copy of the letter is provided below:

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<sup>4</sup> MTM is the private transportation broker hired by the Wisconsin Department of Human Services to coordinate Non-Emergency Medical Transportation (NEMT) services for qualifying Medicaid and BadgerCare Plus clients.



Discussion occurred concerning the general disappointment by local human service agency staff, MTM clients, and advocates for individuals with disabilities throughout the state regarding the response from DHS.

Discussion occurred about a public hearing that was held on September 2, 2015, by the state's Joint Legislative Audit Committee regarding the NEMT audit. A TCC member who attended the hearing stated that she was disappointed that many of the audit findings that were critical of the service provided by MTM were not acknowledged by many members of the Joint Legislative Audit Committee. She also stated that it is important for people to continue contacting the state legislators who represent Brown County to let them know how important it is to improve the provision of NEMT services.

Discussion occurred about the \$65,000,000 existing annual budget for the statewide NEMT program and how, perhaps through dismantling the existing program and creating several regional programs, this program could yield a bigger bang for the buck. Many of the TCC members agreed that the results of the audit contained misleading information about the level of satisfaction of the program's clients and transportation providers.

C. Runge stated that the statewide brokerage system and performance of MTM are topics that the TCC will continue to monitor and discuss.

6. Discussion regarding procedures for addressing the needs of seniors and people with disabilities during long-term power outages and other emergencies.

C. Campbell noted that portions of the Village of Ashwaubenon were without power for 27 hours recently.

L. VanDonsel stated that she is "electricity dependent". L. VanDonsel noted that many years ago, she self-registered with Wisconsin Public Service to receive information about how her electricity needs could be fulfilled during outages.

Discussion occurred regarding creating a list whereby people can self-register as possibly needing assistance should a power outage occur. It was determined that an entity with a 24/7 presence should maintain the list.

M. Schlautman noted that the ADRC's Meals-on-Wheels program has a safety-related check in place. Clients can self-register and if a meal cannot be delivered a safety check is made.

C. Campbell stated that she brought this issue to the Brown County Public Safety Committee, but no action was taken by the committee. She stated that she may try to approach the committee again and others to see if something can be done to help people during extensive power outages.

7. Demonstration of Sam/TimePoint by Vinny Caldara of MV Transportation.<sup>5</sup>

V. Caldara provided an overview of the Sam/TimePoint software. This internet-based software allows individuals, caregivers, and agency staff to access real-time information regarding the exact location of paratransit vehicles. This information can be accessed from a

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<sup>5</sup> Discussion under this item is in regard to the paratransit program offered by Green Bay Metro to qualifying clients under contract with MV Transportation, a private transportation company.

smartphone, tablet, or computer with access to the internet. Individuals can enter their client number and view information including their scheduled pick-up time, estimated pick-up time, and estimated drop-off time (based on the location of the vehicle). This tool can be used by both the client and the client's family or caregiver.

In addition, since many of Metro's paratransit clients attend programs at various human service agencies throughout the area, each agency will have the ability to determine if its clients are on their way and when the vehicle(s) are scheduled to arrive. At the end of the day, agency staff can also view when the vehicle(s) are expected to arrive. This will allow agency staff to assist clients before the vehicles arrive (assistance with coats, hats, etc.).

All agreed this will be beneficial to the agencies, clients, and clients' families and/or caregivers.

V. Caldara and E. Fels will be informing clients of this feature in the near future and providing access codes to the various human service agencies. Informational handouts will be made available on all paratransit vehicles. V. Caldara is also willing to hold informational meetings and teach clients how to use the system.

8. Round robin discussion about paratransit service.

T. Marcelle indicated it is difficult to schedule paratransit rides during weekday morning peak travel periods.

MV staff is allowed to negotiate each trip within one hour of request trip time. However, this does not always work well for the client. T. Marcelle indicated that in one particular situation, the request for a specific pick-up time was completely booked and MV offered a trip within the one hour of the request. However, the negotiated time would cause T. Marcelle to be late for an upcoming event. S. Popp confirmed that this type of situation has occurred in the past with T. Marcelle and other paratransit clients.

E. Fels and V. Caldara stated they will work with T. Marcelle to see if they can resolve this peak period scheduling issue.

L. Conard noted that if trip requests for a particular time of day exceed the passenger capacity of that time of day plus the allowable negotiated times, an extra vehicle may need to be added to the peak service hour(s) to address this problem.

9. Other matters.

C. Runge set the next TCC meeting for:

Monday, December 7, 2015  
Green Bay Metro Transportation Center  
901 University Avenue  
Green Bay, Wisconsin  
10:00 a.m.

10. Adjourn.

C. Runge closed the meeting at 11:30 a.m.